

THE COMMUNICATOR

SMU COMMUNICATIONS NEWSLETTER

JANUARY 2019



New Billing System in New Year

In the New Year, Spencer Municipal Utilities will be making the switch to National Information Solutions Cooperative (NISC) for a new billing software provider. This has been in the works for some time, and some customers have asked for all charges on the same statement.

Our current software programs are not all integrated, so they don't work well together, and they are inefficient in some areas. With NISC, a not-for-profit cooperative, we are looking forward to better using technology and giving our customers more account options to meet their busy lifestyles.

Our staff is working really hard to make this transition as smooth as possible. We encourage you to look for future communications from us to assist with the transition scheduled for May. As with any major project there could be some bumps along the way, but our staff does well resolving issues and is working to be ready for this change to continue working to provide the best service possible to our customers.

In May the new software will be in place for utility (electric, water, city charges) statements. **At that time we'll also include the amount of the communications statement and the details**



SmartHub is a customer engagement web and smartphone app that provides an easier way for customers to pay their bill and monitor their account.

will be included in the normal communications statement mailed separately. This is the first step in combining billing for all services on one statement. Eventually, all services will appear all on one statement from SMU.

We know you'll enjoy all of the upgraded features through the customer portal and options for managing your account. Continue to watch for more information to make this transition as smooth as possible!

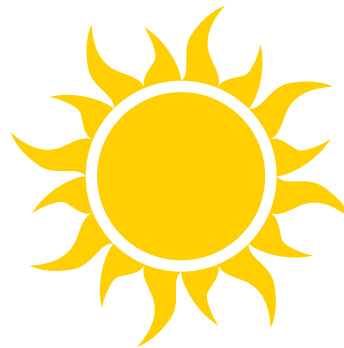
One thing you can do in preparation of the transition ahead is to make sure we have the most up-to-date phone numbers and email address. If any of your contact information has changed, please call SMU at 580.5800 during normal business hours Monday-Friday from 8am to 5pm to make sure we have the correct information associated with your account.

We are looking forward to improving our service to customers!

Sun Outages

Twice each year, in the spring and in the fall, cable companies experience a phenomenon known as "sun outages." Basically a sun outage occurs when a satellite from which we receive TV programming becomes directly in line with the Sun, and interference from the Sun's electromagnetic rays create reception issues for the satellite signals.

SMU expects to see sun outages on its satellite delivered networks on or about March 1 through March 6 from approximately 11am to 6:00pm. During an outage, TV pictures might become filled with static or in some cases disappear completely.



Unfortunately, there's nothing that can be done to prevent sun outages. In most cases, the signals are restored within a few minutes. We appreciate your patience during these sun outages.

Cable Rate Increase March 1, 2019

Cable rates are made up of broadcast fees, cable network fees and the cost of service. Now that it is the New Year, SMU is being charged increases from broadcasters and cable networks so customers will see an increase beginning March 1. Keeping rates affordable is important to our customers and the increases beginning on March 1st are due to broadcast and network fee increases. Basic cable customers will see an increase in the monthly rate to \$25.80 beginning March 1st. Basic Plus cable customers will see an increase to \$62.65.



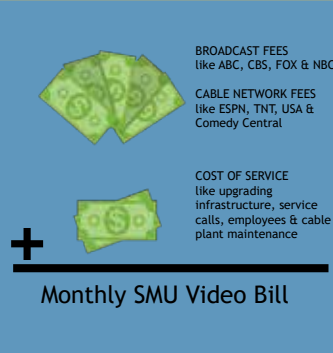
Ever wondered about the cost that make up your monthly video bill?

As a municipal communications utility, we're invested in our community and our customers. Network fees dramatically increase each year affecting your monthly bill. Here is an inside look to understanding the economics of the TV business.

A significant portion of your SMU video bill is passed on to network and broadcast station owners. Each provider like SMU is charged a fee per channel, per month, per customer for the right to provide that station or network to its customers. All satellite and TV providers pay each network owner a fee for every household that receives a particular network-regardless of whether anyone in the household actually watches it.



Still Have Questions? We can help, feel free to contact our customer service center at 580.5800.



WHEN IT COMES TO WI-FI, WE BRING A LOT TO THE TABLE

You love having a Wi-Fi network, but not the hassles of equipment upgrades and troubleshooting. That's why we offer Managed Wi-Fi. Our team handles it all for you, so you can simply enjoy strong signals and fast Internet throughout your home.

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*Managed Wi-Fi works in conjunction with your Spencer Municipal Utilities Internet service. \$5.00 per month per SMU wireless internet access device. Contact us for details.

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